311 Contact Center
Monthly Report

October 2017

Public
October 2017 – Top 20 Service Requests – 17,841 Total

Graffiti Removal: 2,297
Abandoned Vehicle: 1,988
Illegal Dumping: 1,954
Maintenance Residential: 1,725
Rubbish Collection: 1,022
Street Light Outage: 701
Vacant Lot Clean-Up: 619
Vacant House: 486
Building Force: 417
Sanitation Violation: 387
Recyclables Collection: 360
Pothole Repair: 332
Traffic Signal Emergency: 314
Building Construction: 314
Street Trees: 311
Smoke Detector: 292
Licenses: 269
Other (Streets): 258
Fire Commercial: 249
Fire Residential: 220
October 2017—Top 20 questions of the total 25,682 Information Requests

1. How do I contact Licenses and Inspections Business Offices? - 1,167
2. What is the phone number to my local Police district? - 873
3. What type of trash can I put on the curbside for pickup? - 496
4. How can I find out if a property has violations, licenses or... - 484
5. How can I reach my CITY COUNCIL representatives? - 481
6. How can I contact the Philadelphia Water Department? - 445
7. How can I find out about a court date? - 445
8. How do I contact the Department of Revenue? - 402
9. Where are the City Sanitation Convenience Centers? - 378
10. How can I get a copy of a birth or death certificate? - 373
11. Non-City Agency Directory Assistance - 358
12. How do I obtain a copy of a police, traffic or incident... - 347
13. What is TURN? - 336
14. How do you find out who owns a property? - 312
15. Who do I call about rats in my neighborhood or home? - 290
16. What is the function of the Register of Wills? - 272
17. How do I renew my Trade License? - 270
18. How do I contact Adult and County Probation? - 259
19. What is the Fair Housing Commission? - 247
20. How do I obtain a Housing Rental License? - 240

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October 2017 – Philly311 Call Volume, Abandoned and Service Level by Day

Calls
Short Abandon Calls <45 seconds
Long Abandon Calls >45 seconds
Service Level (Goal 80%)

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<tbody>
<tr>
<td>Calls Handled</td>
<td>8,287</td>
<td>7,545</td>
<td>8,593</td>
<td>8,404</td>
<td>3,625</td>
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<tr>
<td>Service Level (Goal 80%)</td>
<td>76%</td>
<td>65%</td>
<td>81%</td>
<td>72%</td>
<td>69%</td>
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<tr>
<td>Average Speed of Answer (Goal &lt;60sec)</td>
<td>0:44</td>
<td>0:53</td>
<td>0:31</td>
<td>0:49</td>
<td>0:43</td>
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“Service Level” is the percentage of calls answered in less than 60 seconds. Our goal is 80%.

“Average Speed of Answer” is the average wait time the caller experiences in queue.